

CLAIMS COORDINATOR

GENERAL DEFINITION OF WORK:

FLSA Status: Non-Exempt

Performs intermediate paraprofessional work coordinating and administering worker's compensation program and the Family and Medical Leave Act requirements; does related work as required. Work is performed under regular supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Coordinating the administration of various benefits and programs including worker's compensation, family and medical leave, sick leave bank, etc.; answering questions regarding policies and procedures; preparing and maintaining related records and files.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Interprets, explains and applies all applicable federal, state and local policies, procedures laws, rules, regulations and standards; provides information and assistance to employees, supervisors, managers, County/school officials, retirees, or other individuals regarding benefit/insurance issues; interprets and explains policies and plan coverage.
- Coordinates administration of Family and Medical Leave (FMLA) requirements; reviews and processes all FMLA documentation; verifies eligibility status for FMLA; discusses FMLA questions/issues with employees and department managers; assists employees in interpreting FMLA policies/procedures; completes necessary documentation to notify payroll department of status of FMLA employees.
- Coordinates administration of worker's compensation insurance; receives, reviews, processes, and maintains worker's compensation documentation; submits necessary documentation to appropriate worker's compensation insurance carrier; monitors status of current/ongoing workers' compensation claims and maintains records; conducts investigations and site visits to research worker's compensation incidents; maintains, updates, and distributes OSHA logs of worker's compensation injury data; reviews worker's compensation reports to verify status and appropriateness of payments; communicates/interacts with insurance representatives/adjusters regarding claim processing, claim closures, insurance procedures, improvements, or other issues; works with risk management personnel regarding procedures, disposition of forms, or other issues.
- Coordinates administration of employee retirement benefits; reviews retirement reports to verify eligibility status; distributes retirement program information/documentation; explains retirement benefits, options, requirements, and procedures; assists employees with various issues pertaining to retirement benefits; processes all retirement data/documentation.
- Administers Carve-Out benefits to county employees.
- Reviews/processes all documentation pertaining to terminations; conducts exit/termination interviews; notifies appropriate personnel of circumstances of terminations.
- Receives, processes, prepares or completes various forms, reports, correspondence, OSHA logs, exit/termination questionnaires, spreadsheets, or other documents.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the laws, regulations, practices and procedures relating to the review and processing of workers' compensation claims; thorough knowledge of the laws, regulations and procedures relating to compliance with the Family and Medical Leave Act; general knowledge of bookkeeping terminology and methods; general knowledge of standard office procedures, practices and equipment; ability to maintain financial records and to prepare reports and statements; ability to establish and maintain effective working relationships with vendors, associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to an accredited community college with major course work in personnel management or related field and some personnel experience involving worker's compensation benefits.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, kneeling, reaching, standing, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

None.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.